Resolution of Formal Complaints

School-Level Complaint Form

The West Virginia Board of Education (WVBE) has established a clear and fair process for addressing and resolving formal complaints submitted by members of the public who seek a remedy for a failure to provide elements of a high-quality education that resources permit or for violations of any other state law. WVBE Policy 7211 permits members of the public to file formal complaints alleging a school or county is in violation of providing West Virginia Code, WVBE policy, the West Virginia Code of State Rules, or the West Virginia Constitution.

The WVBE encourages and supports parents, members of the public, and school staff in their efforts to reach a mutually satisfactory resolution by seeking solutions to problems at the school level. If complainants believe there has been a violation of state law, the first step in the process is to meet with the school principal or designee to discuss the issue. WVBE policies may be reviewed at http://wvde.state.wv.us/policies/. The West Virginia Code may be reviewed at http://www.legis.state.wv.us/WVCODE/Code.cfm.

The formal complaint procedure allows members of the public to seek a remedy for violations of state law by state, county, or school officials. The formal complaint procedure is not the appropriate process to express disagreement with authorized decisions made by state, county, or school officials, if those decisions fall within the authority of the state, county, or school officials and do not constitute a violation of any state law. This process is not to be used for any situation in which the state, county, or school has no authority to act. Refer to WVBE Policy 7211 for more detailed information regarding complaint limitations.

Use this form to provide detailed information about the complaint you are filing. When complete, you (and any other complainants) must sign and date the form and file it with the principal at your local school. The principal will then schedule an informal conference with you within five (5) business days to discuss the complaint and try to find an appropriate resolution.

Complainant Information		
Last Name:	First Name:	Middle Initial:
Address:	City/State:	Zip Code:
Primary Phone Number:	Alternate Phone Number:	Best Hours to Call:
Email Address:	Best Method of Reaching You (select one): ☐ Phone (at the times above) ☐ Email	

What best describes your role?

☐ Member of the public ☐ Student

☐ Parent/guardian of a student ☐ Educator or other school staff*

☐ Other relative of a student ☐ Other: _____

** If you have a reasonable expectation of need for protection from retribution or retaliation, please contact the county superintendent pursuant to Policy 4373, Chapter 3, Section 3.*

Please use the "Additional Complainant(s) Information" sheet to list the names and contact information for all other complainants joining you in this complaint. **You will be the primary contact** for the school principal as the school works with you to resolve the complaint. Please remember to share all information about conference dates and times with your fellow complainants.

Basic Information About Your Complaint

Please provide information that best describes the institutions and/or individuals involved in your complaint; dates on which the incident(s) occurred; and specific laws, policies, or rules that were violated. You will have an opportunity to provide detailed information on the next page.

Party Causing the Violation: ☐ Individual Person/Staff Member ☐ School ☐ County

Name of School: _____

Name of County: _____

Name(s) of Individual(s): _____

Date(s) of Incident(s): _____ *You may list the date you first became aware of the incident or violation.*

State Laws or WVBE Policies, Rules, or Regulations of Concern to this Complaint:

Please list, by code number or title or by policy name or number, the specific law(s) or regulation(s) you believe have been violated.

Details About Your Complaint

Please provide a **detailed** description of the incident(s) or action(s) for which you are filing this complaint. Include information describing who, what, when, where, how, and why. You may attach additional pages or evidence as needed.

How has this incident affected you, your child, other students, the school, the county school system, or others?

To the best of your knowledge, what steps or actions, if any, have been taken to remedy this issue?

Are there any witnesses or others with direct, first-hand knowledge about this incident?

☐ Yes ☐ No *If "Yes," please provide name(s) and contact information:*

Resolution of the Complaint

How do you believe the complaint could be adequately addressed, resolved, or corrected?

Confidentiality

The WVBE and the West Virginia Department of Education (WVDE) are public agencies responsible for complying with the West Virginia Freedom of Information Act and other laws granting public access to nonexempt records. The WVBE and the WVDE cannot assure the confidentiality of any information submitted by the complainant.

Your Signature

By signing this form, I certify that the information is true and accurate to the best of my knowledge and belief.

_____ _____

Signature Date

Notices

Please keep a copy of this form, complete with signature(s), and any supporting documents for your records.

The WVBE and the West Virginia Department of Education do not discriminate on the basis of sex, race, color, religion, disability, age and national origin in employment and in administration of any of their education programs and activities.

Additional Complainant(s) Information		
Last Name:	First Name:	Middle Initial:
Address:	City/State:	Zip Code:
Phone Number:	Email Address:	
Signature		Date
Last Name:	First Name:	Middle Initial:
Address:	City/State:	Zip Code:
Phone Number:	Email Address:	
Signature		Date
Last Name:	First Name:	Middle Initial:
Address:	City/State:	Zip Code:
Phone Number:	Email Address:	
Signature		Date
Last Name:	First Name:	Middle Initial:
Address:	City/State:	Zip Code:
Phone Number:	Email Address:	
Signature		Date

Please attach additional sheets as necessary. Any additional complainant(s) joining a formal complaint must provide, at a minimum, his/her name, address, and signature to accompany the initial filing.
Signatures represent support for this school-level complaint and certification that the information provided on this form is true and accurate to the best of signatory's knowledge and belief.